

RFP – Agenda Management System and Enterprise Document Management System
Response to question, clarifications

- 1. To avoid transmission issues when vendors submit their proposals, what is the City's size limit for receiving email attachments?**

The maximum size email is 25mb. If larger files need to be sent we can supply a web-based file transfer mechanism. Please contact clerk@santaclaraca.gov.

- 2. For the acceptable responses in Exhibit A, please confirm vendor solutions that require only minor configuration to meet certain functional requirements (i.e., no change to source code) should be answered with "Yes, standard".**

Yes.

- 3. Please clarify/define the term "modification" in the acceptable response "Available with modification" in Exhibit A.**

A modification is a change to the system that cannot be configured by the customer using standard application tools. That is, this would require the City to engage with the vendor to customize the system for the City. All modifications are expected to become part of the base product and included in any future releases of the product.

- 4. Requirement 1.84 in Exhibit A states "Solution allows for tagging documents and/or stored files with location metadata such as address, street, street intersection, etc." Please provide a specific business use case relating to the selected Agenda Management System.**

The use case is a Council member lives in certain proximity of a location that is on the agenda, the Council member must recuse himself.

In this case if the system could tag the address on the agenda it would be possible to flag if the Council member's address is within proximity of the "tagged" address.

- 5. Requirement 1.85 in Exhibit A states "Solution allows for reading/writing of map services specifically created and published via ArcGIS for Server environment." We are not aware of any Agenda Management solution on the market that can meet this requirement. Please provide a specific business use case.**

This applies to both the agenda management system and EDMS.

The use case is the ability to correlate (or link) the location (e.g. an address) or the asset (e.g. park boundary) that a document may be referring to with the actual feature (e.g. point, line, polygon) representing that location or asset in the City's Enterprise GIS database. Ideally the integration between the system and GIS would allow for two-way reading and editing.

The ability of the system to work with ready-to-use Web Map Services (WMS) and/or Web Feature Services (WFS) hosted on premises or in the cloud would enable this use case. The City of Santa Clara uses Esri ArcGIS environment and publishes such

services internally, through ArcGIS for Server and Portal for ArcGIS, as well as on ArcGIS Online.

- 6. Requirement 3.11 in Exhibit A states “Solution is compatible with Microsoft Office 365”. Please provide a specific business use case relating to the selected Agenda Management System.**

An end user may need to upload to/access a document attached to the agenda using Office 365 applications on a tablet, mobile/smartphone or PC/Mac.

- 7. RFP page 9 states “Ideally, a single solution will meet the requirements for both agenda management system and EDMS, but if necessary, the City is willing to evaluate and implement separate products for each component. A proposal for separate products must include a solution with both systems that are fully-integrated and supported with each other.”**

Please confirm the City will accept bids from vendors that propose only the Agenda Management System or the EDMS, not both. If not, please clarify what you mean by “a proposal for separate products must include a solution with both systems that are fully integrated and supported with each other”?

The City will accept proposals for an agenda management system and an enterprise document management system as separate components. The solution provided must show how the separate components seamlessly integrate.

- 8. Approximately how many meetings would be streamed live and archived for on demand over a 12 month period?**

There are approximately 35 Council and Authorities Concurrent meetings, 15 Oversight Board meetings and 25 Planning meetings per year. These are approximations that account for special meetings. Please note, that in the future, the City may live stream other Board/Commission meetings which could increase the number of meetings per year by 15 per Board/Commission.

- 9. Does the City have a HD camera system already being used and if not would the City like as an option to any RFP response a new HD camera system?**

No, we do not currently have an HD camera system. If available, please provide such information separately in your response.

- 10. For any portable streaming capability will the offsite locations have access to a hard line internet connection with at bandwidth capability equivalent to at least a T-1?**

Most City facilities have a hardline 1Gb internet connection. It is possible the City may live stream from a strong wireless broadband connection.

11. Is the City wanting closed caption capability for meetings streamed live or meetings streamed on demand or both?

Both preferably.

12. Does the City intend to use locally installed clients with their deployment of Office 365?

At this time the City does intend to use locally installed clients, but please indicate if your solution can work natively with Office 365.

13. Can an excel or word version of Attachment A be provided that is easier to fill out?

Yes, see separate document.

14. Can you please clarify what document colored folders are and what they do in requirement 2.34 of the Enterprise Document Management System Desired Functionality Matrix?

After the release of this RFP, it has been determined that requirement 2.34 is no longer applicable.

15. As there is several critical components to this RFP, would the city consider extending both the Question and the RFP Response submission deadlines?

No.

16. What does the City of Santa Clara expect the overall project duration (from point of award to Production Implementation) to be?

We requested you include a proposed project timeline in your proposal.

The final project duration will be determined with the successful vendor. The City is willing to accept a phased approach with the first phase being the agenda management related functions. The City would like the first phase to be completed by June 2017.

17. Does the City of Santa Clara currently use IBM FileNet in their current infrastructure?

No.

18. Can you estimate the number of actual internal users (agenda and EDMS) who require access to the system?

We currently have 270 users in SIRE 6.6. However any employee in the City could be a contributor (preparer) for the agenda management system and the EDMS.

19. I would imagine all users would need access to EDMS – correct?

Correct.

20. May I have some clarification on vendor name, integrator name, versions, business use and departmental use for your Office 365 and e-permitting solutions?

The City's Office 365 implementation is being managed internally. An IT department pilot is currently underway.

For permitting the City currently uses Accela Tidemark 3.3.9. The City has a project underway to replace the current permitting and land management applications.

21. Whether companies from Outside USA can apply for this? (like, from India or Canada)

Yes.

22. Whether we need to come over there for meetings?

There will be required site meetings at some point during the deployment/design/training phases.

23. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Yes. Contractor must comply with Santa Clara City Code Section 3.40.060, as that section may be amended from time to time or renumbered, which requires that any person who transacts or carries on any business in the City of Santa Clara pay business license tax to the City. A business tax certificate may be obtained by completing the Business Tax Affidavit Form and paying the applicable fee at the Santa Clara City Hall Municipal Services Division.

24. Can we submit the proposals via email?

Yes. Please submit proposals in PDF format to clerk@santaclaraca.gov

25. How many people within the City will require read/write access (i.e. add, edit, move, delete documents) to the document management system?

See question 18.

26. How many people within the City will require read-only access (i.e. search and view only) to the document management system? Of these people, how many will need access at any given time? Please answer both questions independently.

See question 18.

27. How many GBs of information does the City expect to need to convert from its existing SIRE system? Please provide both the size of the database and the size of all files stored of the system as two separate numbers?

The DB Size is approximately 500mb.

The size of all SIRE files is 260GB.

28. How many categories (often referred to as record types within a cabinet) do you have in SIRE?

There are approximately 300.

29. Are there any cabinets or record types that are not being used and thus don't need to be part of the conversion, if so, how many?

Currently there are 5 cabinets from the original City Clerk conversion that are not being used.

30. Can the SIRE system be placed in read-only when the conversion begins? (Users will not be able to add documents or modify existing documents in SIRE while SIRE is read-only)

Yes, it is possible, however a conversion strategy would need to be defined.

31. What version of SIRE are you using?

6.6

32. Do you have any annotations in SIRE and do you need them available in the new system? Specifically, annotations that are overlays on the TIFF images as opposed to embedded annotations that are common with PDFs

Yes, we have annotations on images in the Fire Department – Hazardous Materials cabinet in SIRE.